EUROPEAN SERVICE PORTAL

USER MANUAL

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Getting Started

1-1 Overview

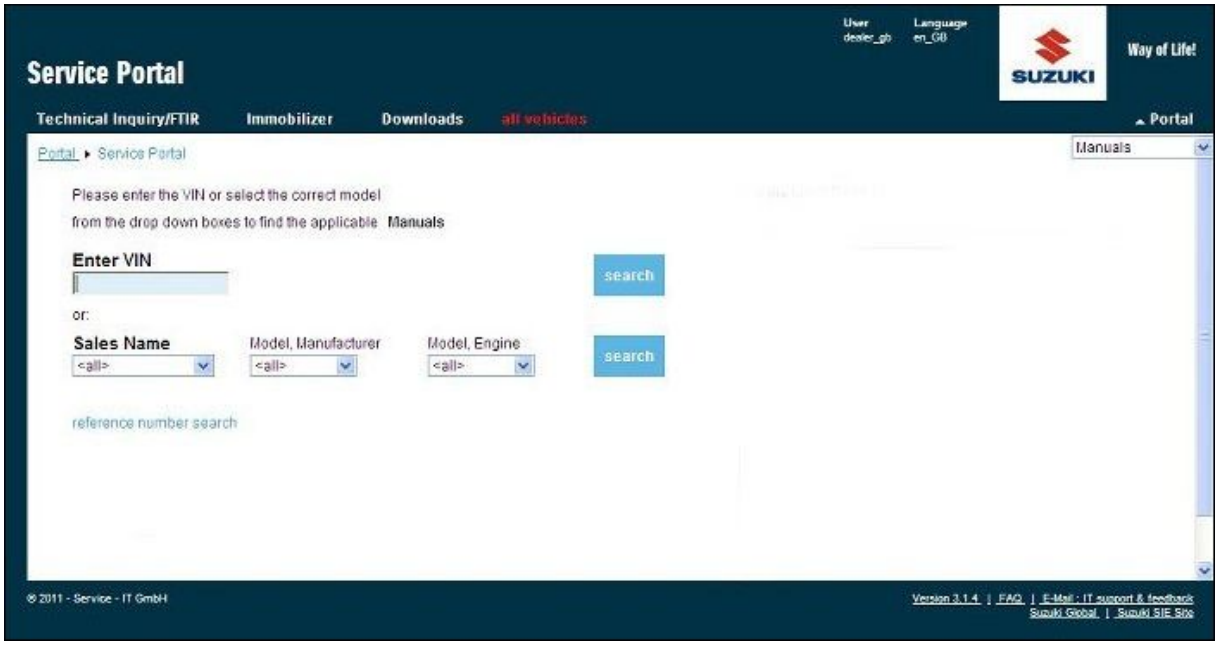

Fig. 1 Model Selection - the Service Portal starting page

The Suzuki Service Portal Site provides information for maintenance, diagnosis and repair of Suzuki automobiles to authorized Suzuki workshops and independent workshops. It contains the following types of documents:

- **Manuals:** Here you will be able to find the official Workshop Manuals and Supplements for Suzuki Automobiles.
- **Bulletins:** This section contains technical information, service manual updates, special tools information, etc.
- **Parts Catalogues:** Here are the parts catalogues for Suzuki automobiles available.
- **Downloads:** Contains software and updates for the diagnostic tester Tech2, SDT and Pass Thru.

1-2 Technical Requirements

For best use of the Suzuki Online Service Portal please check the following minimum requirements and settings:

Software

- Browser
  - Internet Explorer 7.0 (or higher)
  - FireFox 3.0 (or higher)
- Browser Settings

  JavaScript: -enabled-
- LizardTech DjVu

  You can download the DjVu Browser Plugin free of charge in the**Downloads** area.
- SVG Viewer

  You can download the SVG Viewer free of charge in the**Downloads** area.
- Adobe Reader
- Adobe Flash Player

1-3 Document Formats

The documents in the Service Portal will be provided in the following formats:

- HTML/XML
- Adobe PDF
- DjVu

Adobe PDF documents will require a browser plug-in to be viewed. Please make sure that you have this already installed on your PC. To display documents in DjVu format, please install the “DjVu Browser Plugin” as a first step. Please also install the “SVG Viewer” to correctly display some Service Manuals. The installation files are available in the **Downloads** area.

1-4 Optimize Your Browser Display

For navigating within the Service Portal, you will not need the top menu bar of your browser. To mask out the browser menu bar just select VIEW -> FULL SCREEN. If you want to mask in the menu bar again, move the mouse pointer to the top of the monitor screen and click the symbol RE-STORE.

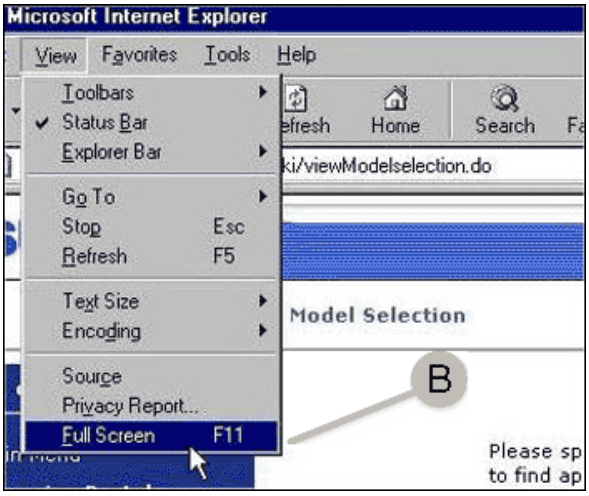

Fig. 2 View of Internet Explorer 8

B Click FULL SCREEN to mask out the browser menu bar

1-5 Vehicle Identification Number (VIN) and Model Code

01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17
J	S	A	E	T	A	0	1	C	0	0	1	0	0	0	0	1
Manufacturer code			Model code		Sub mod.	Engine code		Body	VIN prefix		Sequential vehicle production number					
01			*02*		*03*	*04*		*05*	*06*		*07*					

Fig. 3 Segments of the 17-digit VIN

In the 17-digit vehicle identification number there are many attributes of a manufactured vehicle encoded. The VIN structure is divided into 7 areas.

NOTE

The Model Code within the VIN (found on position 04 & 05) is not identical with the SUZUKI Technical Model Code. This can easily lead to confusion. Yet, you can find a comparison VIN listing of the technical model codes in **Downloads** -> **VIN-List** in the menu bar .

1-6 New Component Group Index

At the beginning of 2004, SUZUKI rearranged the Service Manual index. New identification numbers were assigned to the component groups. All documents in the Service Portal have been allocated according to the new structure. Please note that you will still find the old identification number in older Bulletins. When you call up an old Service Manual, it will likewise have the component group structure in the old order.

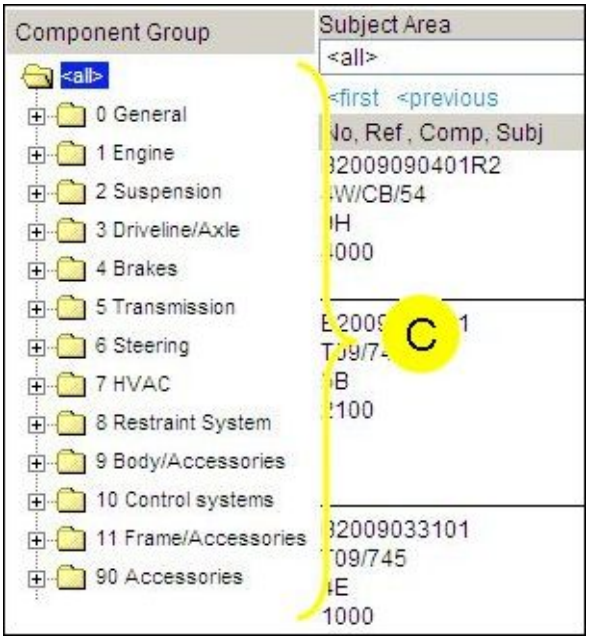

Fig. 4 Component Groups in the document list

C New Component Group index

2

Login

2-1 Login for Third Party Workshops

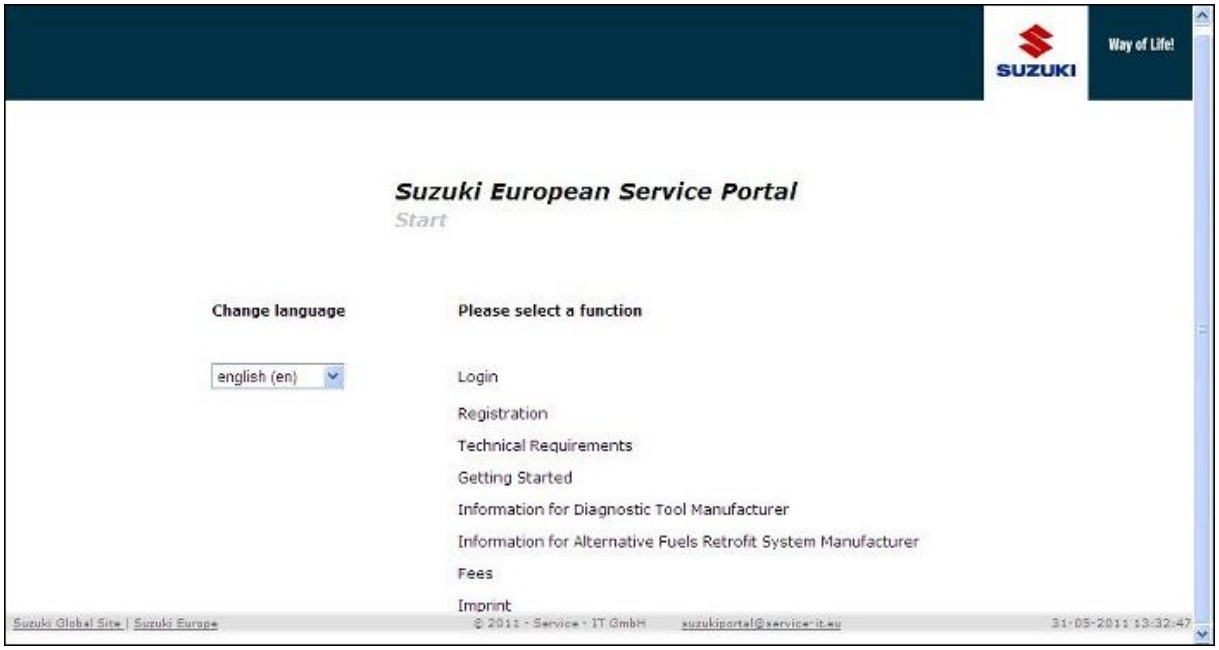

Fig. 5 Suzuki European Service Portal - starting page for third party workshops

Third party workshops log in by using **www.serviceportal-suzuki.eu**. New user have to register before log in the first time. You can buy a third party account for 1 hour, 1 day, 1 week, 1 month or 1 year. The costs are listed on the starting page by selecting “fees”.

2-2 Starting Page

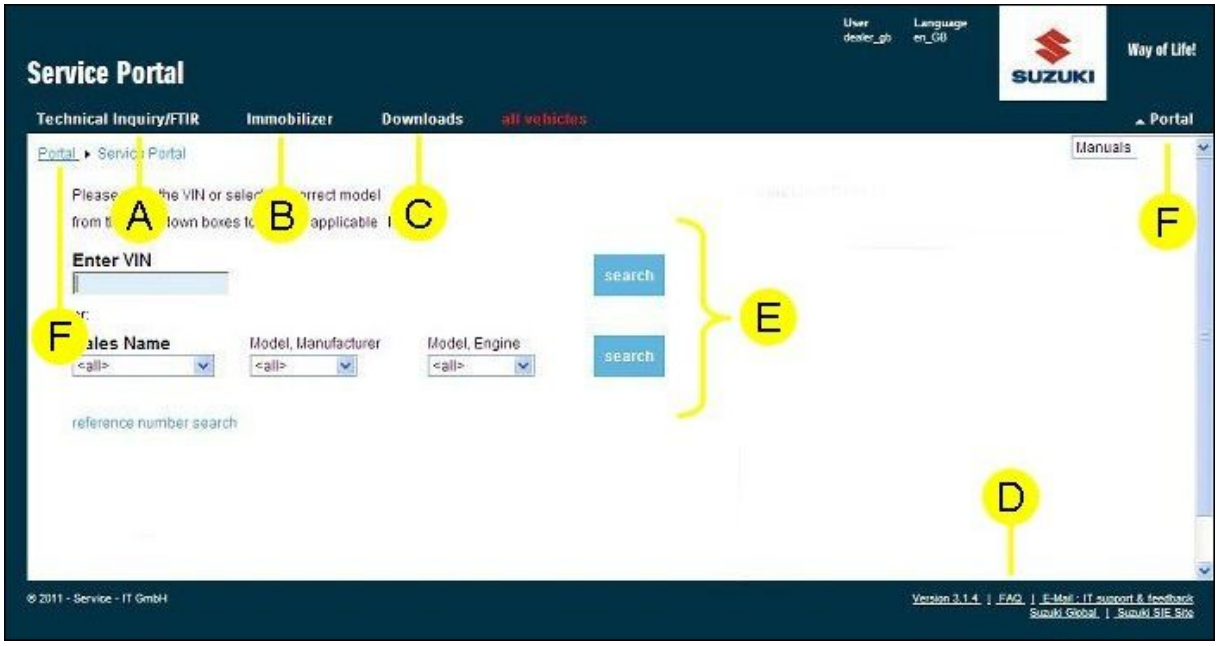

Fig. 6 Model Selection - the starting page of the Service Portal

A Hotline / FTIR
B Immobilizer
C Downloads
D FAQ
E Model Selection
F Portal - > Back to Dealer Net

After you clicked the Link “SERP Service Portal”, you will see the Model Selection which is the Service Portal starting page. To leave the Service Portal and to return to your dealer net, click the link **Portal** on the left or top right (F).

The model selection will be explained in detail in the next chapter.

- **Hotline / FTIR**: with this link you can reach the Technical Hotline or you can create a Technical Report.
- **Immobilizer**: here you can access the Immobilizer Code System.
- **Downloads**: you can find frequently used Downloads such as VIN-List, EC Type-Approval Number List, etc.
- **FAQ**: you can find frequently asked questions & answers regarding the Service Portal. The Service Portal User Manual is located there too.

3

Model Selection

3-1 Document Area

Fig. 7 Drop-down list for document area

With the drop-down list on the top right you can select the appropriate document area. Please select **Manuals, Bulletins, Parts Catalogues** or **Downloads**. With the button search the portal will run the query and display the referring document list.

3-2 Vehicle Entry

3-2.1 VIN - direct input

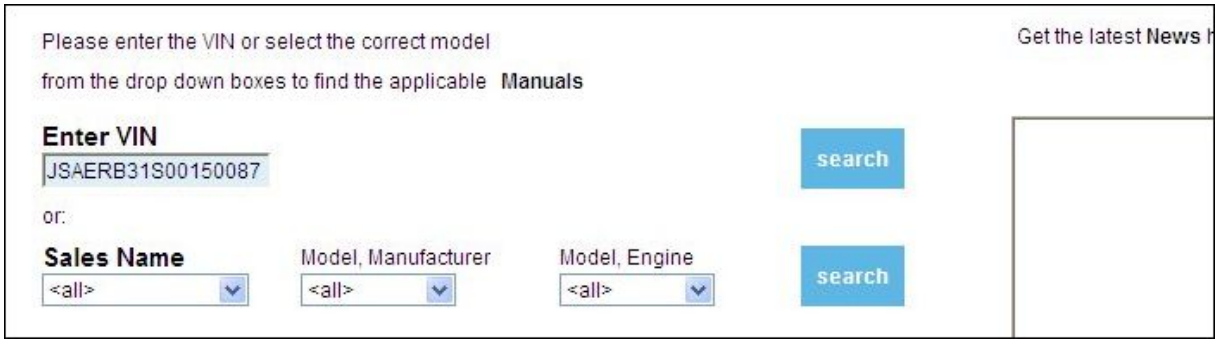

Fig. 8 17 digit VIN direct input

In case you have the VIN of the concerned vehicle available, you can enter it here in order to receive the wanted information. Please note: you have to enter the complete 17-digit VIN before you can start the search, no wildcard characters are allowed here. If you do not have the full VIN available, you must use the model code search described below instead.

3-2.2 Model Code

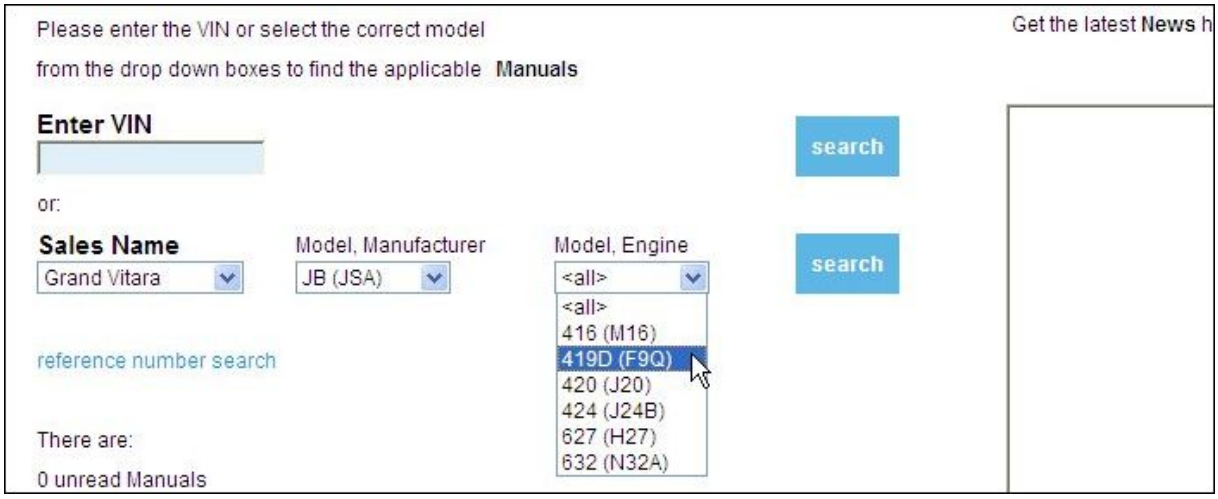

Fig. 9 Model code input

When searching documents according to sales name and technical model code you can use the related drop-down lists. If you select a vehicle in the field “Sales Name” and you leave the selection in the field “Model, Manufacturer” with <all> then your search will retrieve documents for that vehicle with the relevant sales name. If you select also a model in the drop-down list “Model, Manufacturer”, you will find documents for the specified model still regardless of the vehicle’s engine. You can narrow down your search further and select a particular engine in the drop-down list “Model, Engine”. When you have finished your model selection please click search and you will get an adequate document list according to your model selection.

3-3 Reference Number Search

Fig. 10 Reference Number Input - example: Bulletins

Should you have the reference number of a Bulletins or the part number of a Service Manual or Parts Catalogue, you can search exactly for this document with entering this number into the reference number input box. Please click the link “Reference Number Search”. With selection of the “Document Area” you determine the search for a **Service Manual**, a **Bulletin** or a **Parts Catalogue**. You can return to the search with model code or VIN with clicking the link “vehicle search”.

3-4 Language Selection

On the service portal, documents can exist in one or more languages. For example in Switzerland a Bulletin can be available in French, German and Italian. If there is a technician in the Italian part of Switzerland, he will choose Italian as his preferred language in the login system (user administration). The service portal will display the documents in Italian for this technician. In case there is a document available only in German and French, the Italian technician will then see the document in the next available language (fall back). The language fall back system is active only in the language setting <preferred>. If a certain language has been selected, only these documents are displayed - no documents in other languages.

Service Manuals are issued by the factory and are applicable to all countries in Europe. Therefore service manuals can be displayed in all languages issued by the factory. Service bulletins however are issued by the distributor and are available only to your own country in the number of languages issued by the distributor.

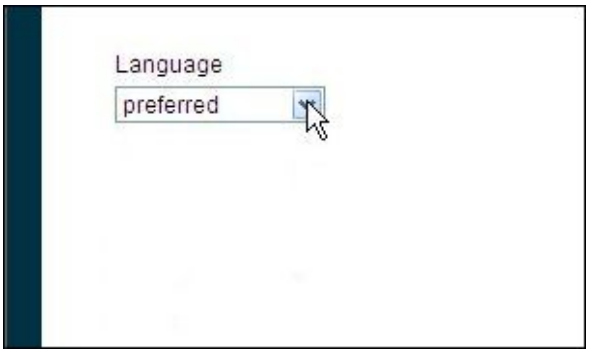

Fig. 11 In the language drop down box <preferred> is preselected

4

Document List

4-1 Manuals

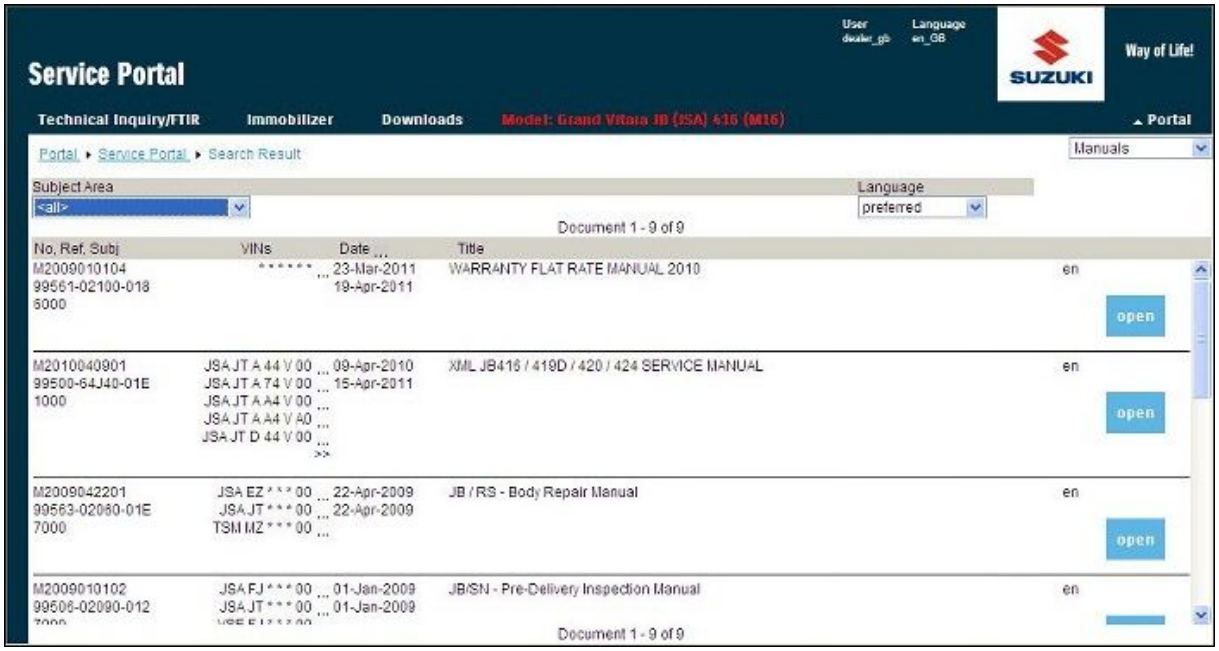

Fig. 12 Document list with manuals for the selected vehicle

Service Manuals contain procedures for diagnosis, maintenance, adjustments, minor service operations, replacement of components (Service) and for disassembly and assembly of major components (Unit Repair-Overhaul).

The manuals are listed by“ Issue Date” in descending order displaying the latest supplement on top.

For older models, there are complete service manuals for the base model and supplements for models with additional equipment. These supplementary service manuals describe only different service information to the base model. Therefore, whenever servicing a vehicle, consult the latest supplement first (starting from the top of the document list). Then refer to the related manual issued earlier for any section, item or description not found in this supplement.

For newer models there are complete service manuals related to the entire equipment of this model line.

4-2 Bulletins

4-2.1 Document list with Bulletins

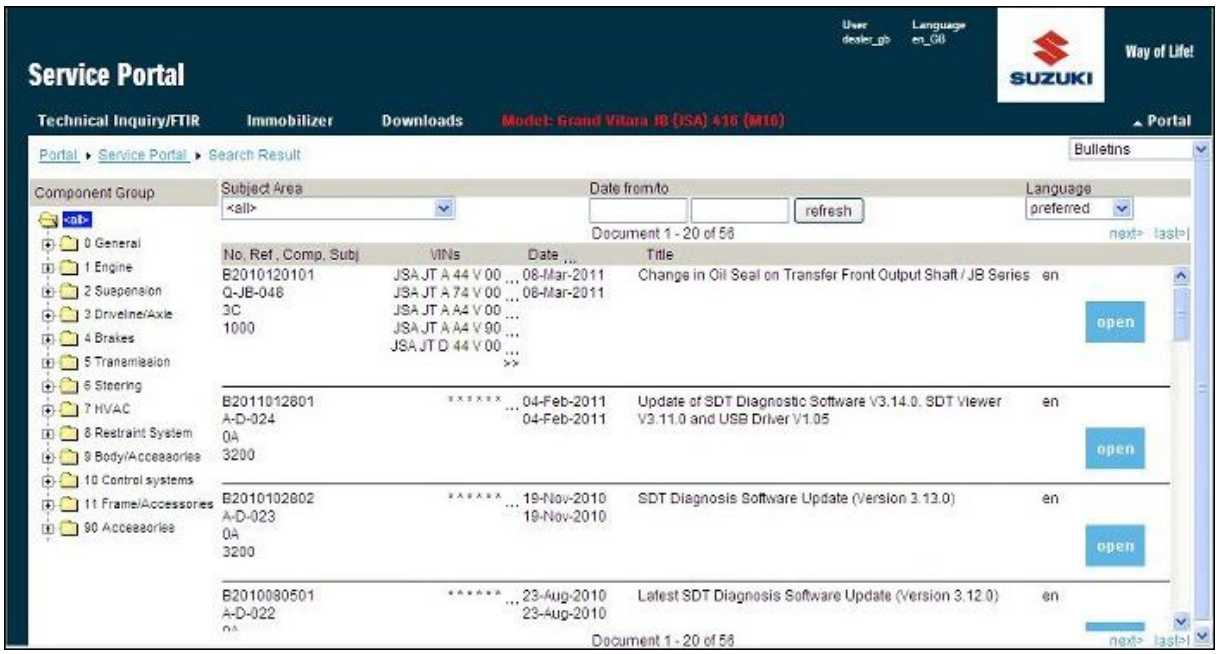

Fig. 13 Document list with bulletins for the selected vehicle

This section contains technical information, service manual updates, special tools information, etc. issued by the national distributors based on Suzuki Motor Corporation information.

The bulletins are listed by “Revision Date” in descending order listing the latest information on top, also when revised. You can identify a revised document on different issue and revision date.

4-3 Parts Catalogues

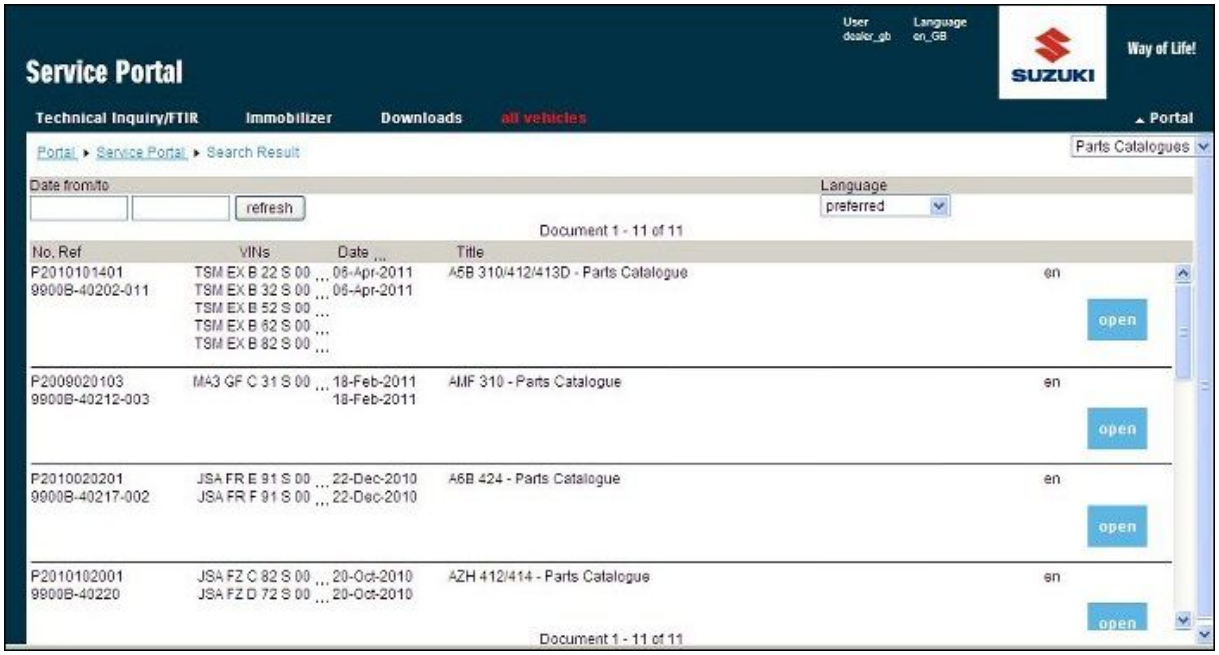

Fig. 14 List of the applicable parts catalogues according to the model selection.

This area contains the parts catalogues issued by the Suzuki factories.

4-4 Downloads

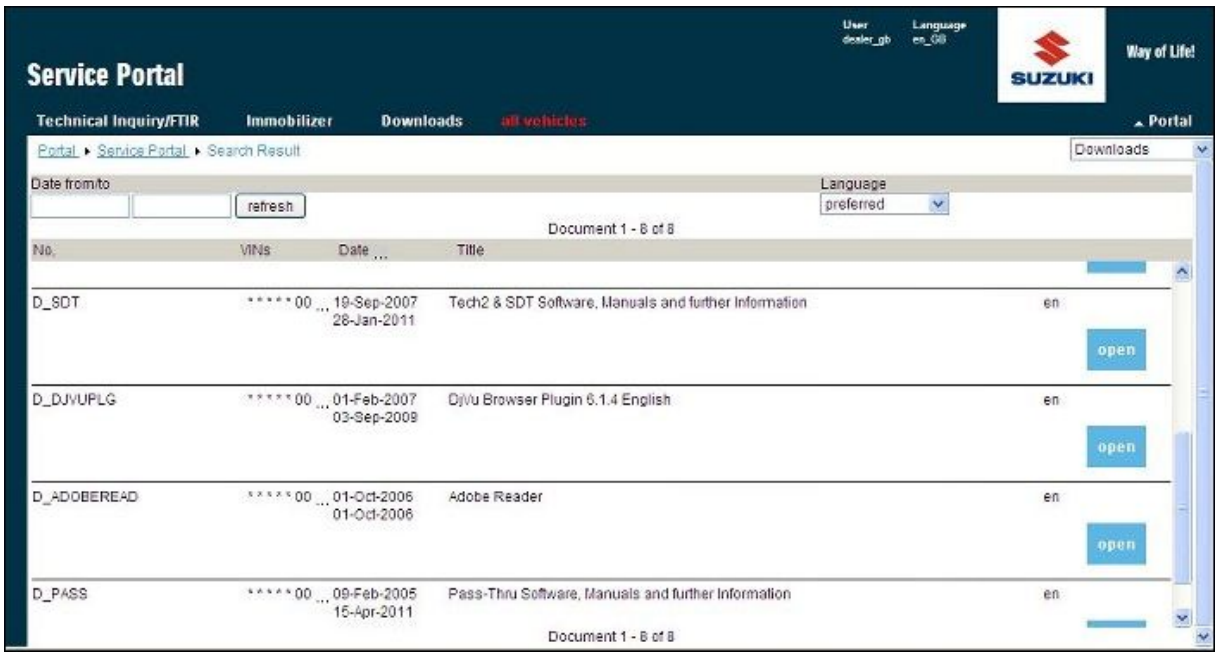

Fig. 15 Document list with Downloads

Downloads contain software and updates for Tech2, SDT and Pass Thru.

4-5 Document Properties

4-5.1 Document ID, Component Group, Subject Area

The first column on the left of the document list with heading “No, Comp, Subj” shows the assigned properties for each document in three lines:

- Document Number
- Reference Number
- Component Group
- Subject Area

Fig. 16 First column of the document list with Number, Component Group, Subject Area

4-5.2 Model Allocation

The column“ VINs” shows the applicable models to each document. When you move the mouse pointer over the three dots, the complete VIN is displayed in a small window.

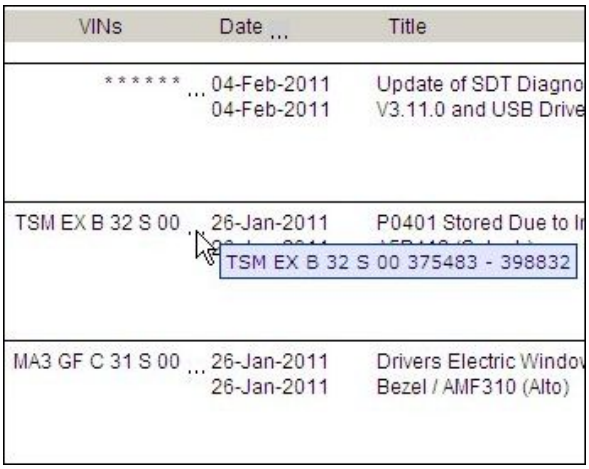

Fig. 17 The first column shows the allocated VINs

4-5.3 Issue and Revision Date

When you move the mouse pointer over the three dots of the tile “Date ...”, it displays the meaning of the two dates displayed in the first and second line of this column.

Fig. 18 The second column shows Issue and Revision Date

4-5.4 Document Title

Reviewing the titles of the displayed documents will allow you to select and open the desired information.

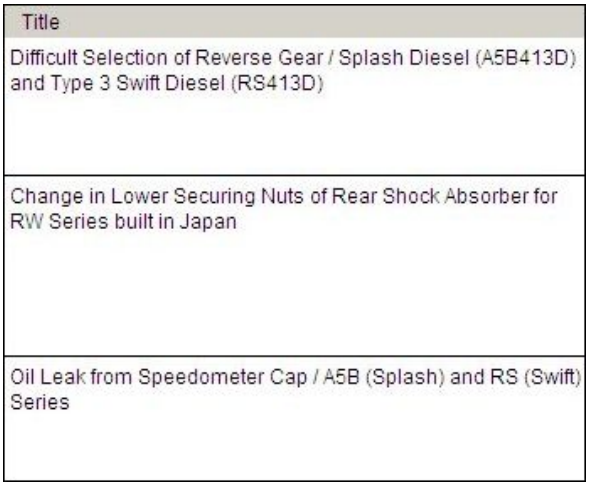
Title
Difficult Selection of Reverse Gear / Splash Diesel (A5B413D) and Type 3 Swift Diesel (RS413D)
Change in Lower Securing Nuts of Rear Shock Absorber for RW Series built in Japan
Oil Leak from Speedometer Cap / A5B (Splash) and RS (Swift) Series

Fig. 19 The third column shows the Title for each document

5

Search

5-1 Search Result

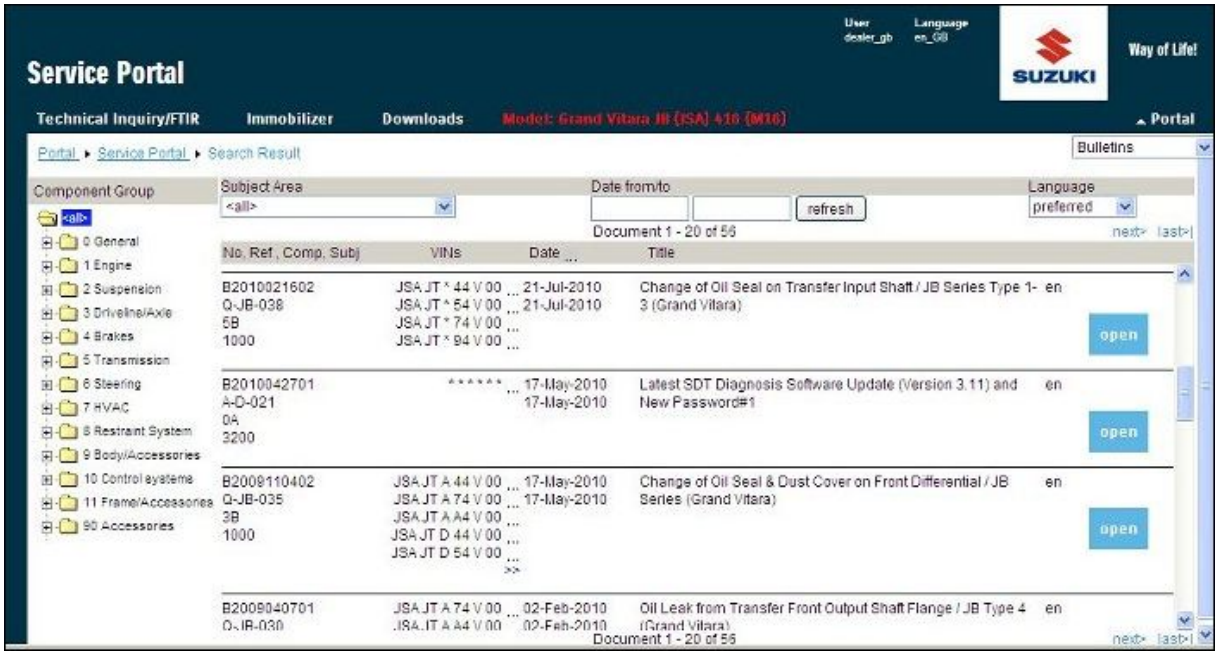

Fig. 20 Document list bulletins for the selected model Grand Vitara

The document list displays all documents matching the selected VIN or model code as shown above. Please note, a document (e.g. the bulletin “ B2010042701”) is valid for all models and is displayed regardless of the model selection. You can eliminate those general documents by selecting a document property as described in the following paragraphs.

5-2 Subject Area

You can narrow down your search by selecting the “Subject Area” from the drop-down list. For example, if you search for a maintenance schedule in the document area “Bulletins”, you select “2200 – Maintenance Schedules”. Now the hit list will only show documents referring to this category. If you search in the document area“ Manuals” for a Service Manual, you select “1000 Service Manual”. Now the hit list will only show Service Manuals.

The allocated Subject Area is displayed in the third line of left column in the document list.

The property “Subject Area” is available for Bulletins and Manuals.

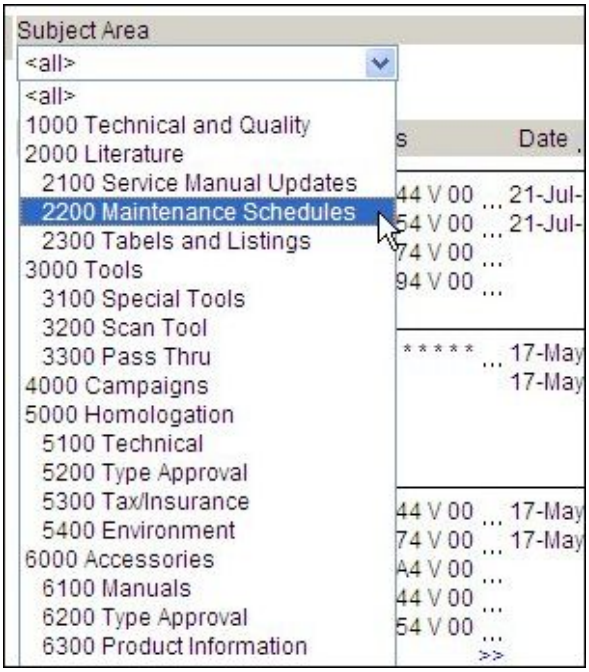

Fig. 21 Drop-down box “Subject Area” of document area Bulletins

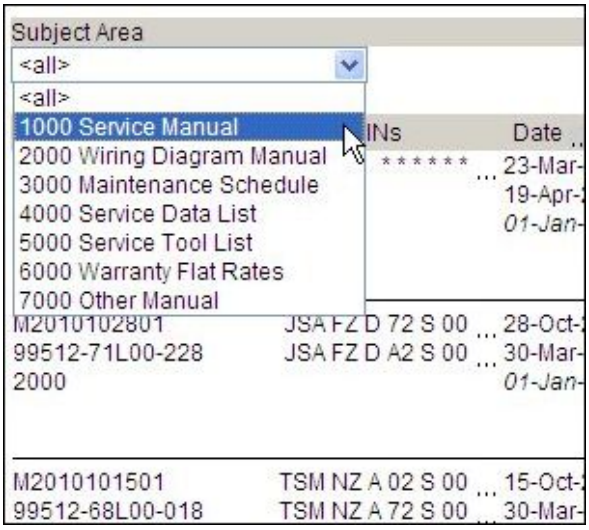

Fig. 22 Drop-down box “Subject Area” of document area Manuals

5-3 Component Group

If you search for information referring to a specific component group, you can narrow down your search with the property “Component Group” (Service Manual Index). With this feature you can search according to main component group or subcomponent group.

The allocated component group is displayed in the second line of left column in the document list. The component group selection is available for Bulletins only. “Component Group” search is not available for Manuals and Downloads.

NOTE

When you search for a document e.g. from “Component Group - 1D Engine Mechanical” that was issued before 2004, the document will show the old “Component Group - 6A Engine Mechanical”.

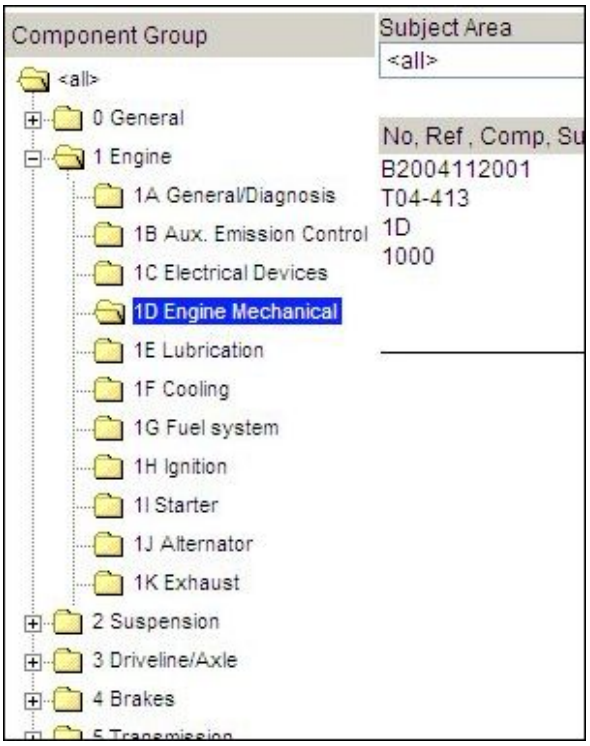

Fig. 23 Selection of Component Group for Bulletins

5-4 Date

Both fields “Date from/to” allowing to narrow down the search according to revision date. If you remember the approximate revision date of a document, you could enter a “Date from” and a “Date to” to receive the according hit list.

Fig. 24 Two fields for the entry of the expected Date

5-5 Multiple Search Properties

The strength of the Service Portal is the combined search by subject, component and edit date for information concerning a vehicle. If you set several document properties, your hit list will show only few documents.

NOTE

You may not receive any document, if your set document properties are too tight. The Service Portal will display an error message. In this case, please open the chosen document properties by selecting <all> or start a “New Search” at the model selection page.

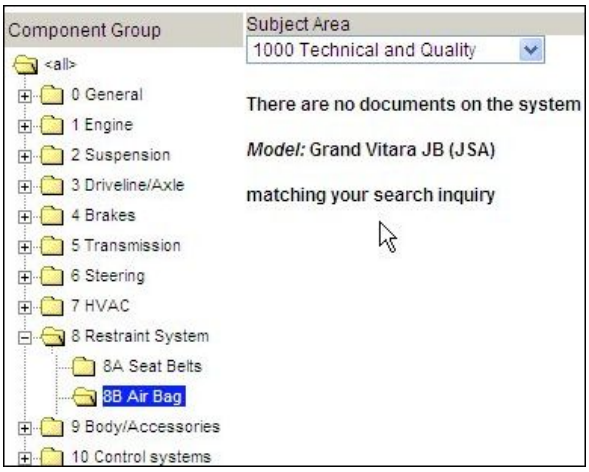

Fig. 25 Error message due to the tight selection of document properties

5-6 Recommended Search Sequence

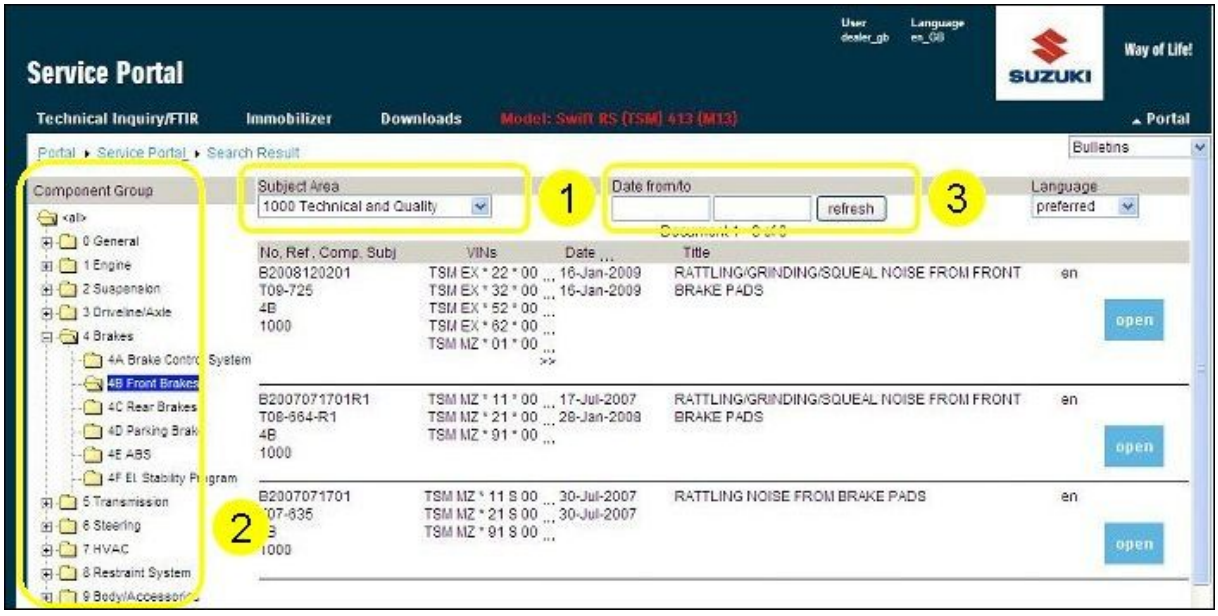

Fig. 26 Search result for selected model with narrowed down Subject Area and Component Group

1. Property: Subject Area

When you are looking for a specific document, please select the concerned subject first. For example when looking for Technical Information, please select this subject area. The document list will only show such documents and others like Service Schedules or Tools will be hidden.

2. Property: Component Group

If the restriction by Subject Area delivers still too many documents, then use the Component Group to narrow down your search further.

3. Property: Date from/to

If you remember the approximate Issue Date, you may use the search restriction by Issue Date.

5-7 Change Search or new Search

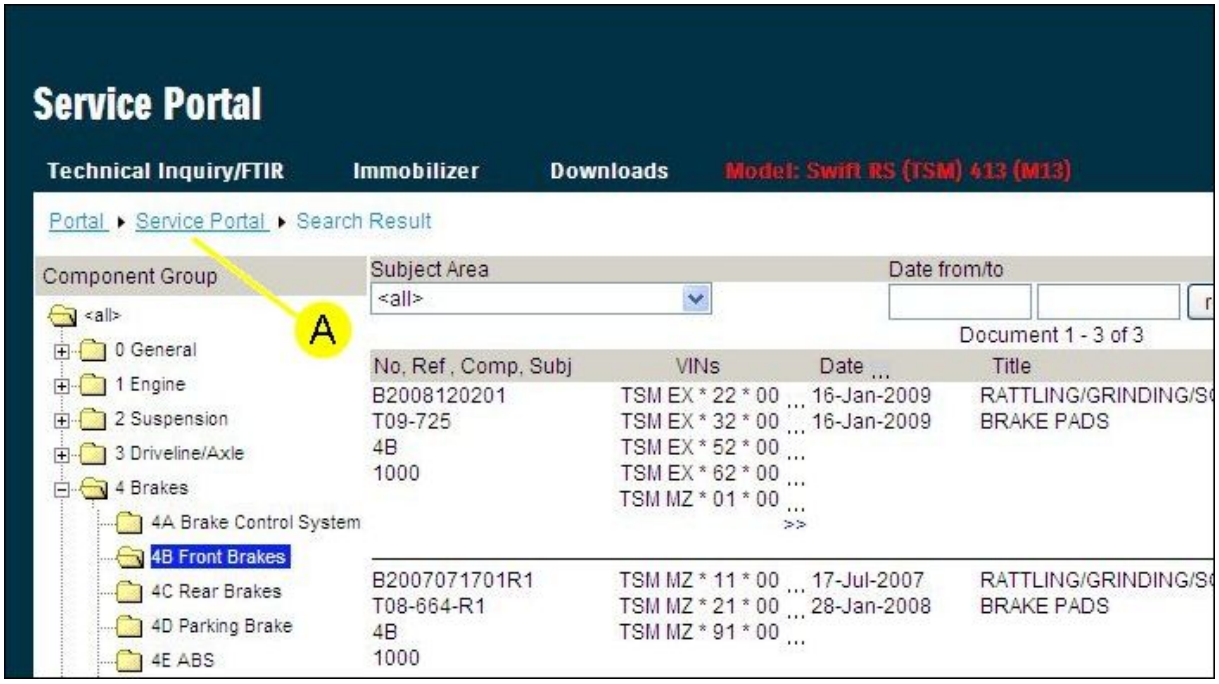

Fig. 27 Change Search or new Search

A Service Portal = Change Search or new Search

To change the search regarding sales name, model or engine or to start a new search please click the link Service Portal.

6

Viewing Documents

6-1 Opening a Document

- from the document list showing Manuals

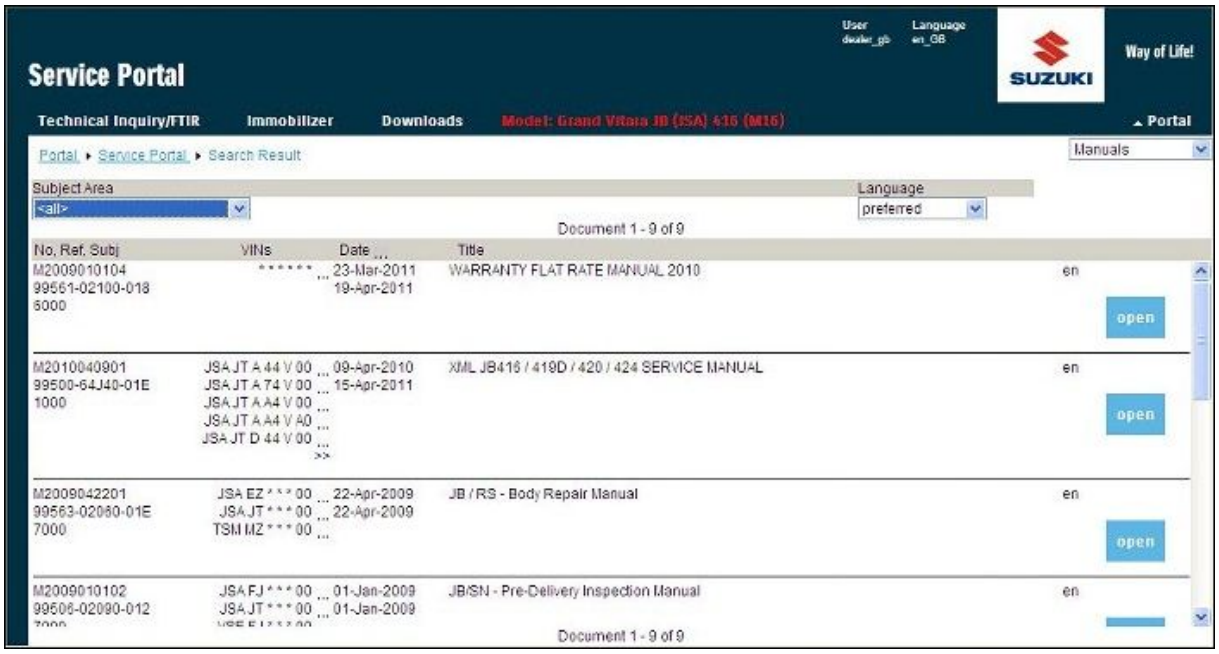

Fig. 28 Document list with Manuals for the selected model Grand Vitara

To view a document, click the referring open button. Then the Service Portal will display the document content.

- from the document list showing Bulletins

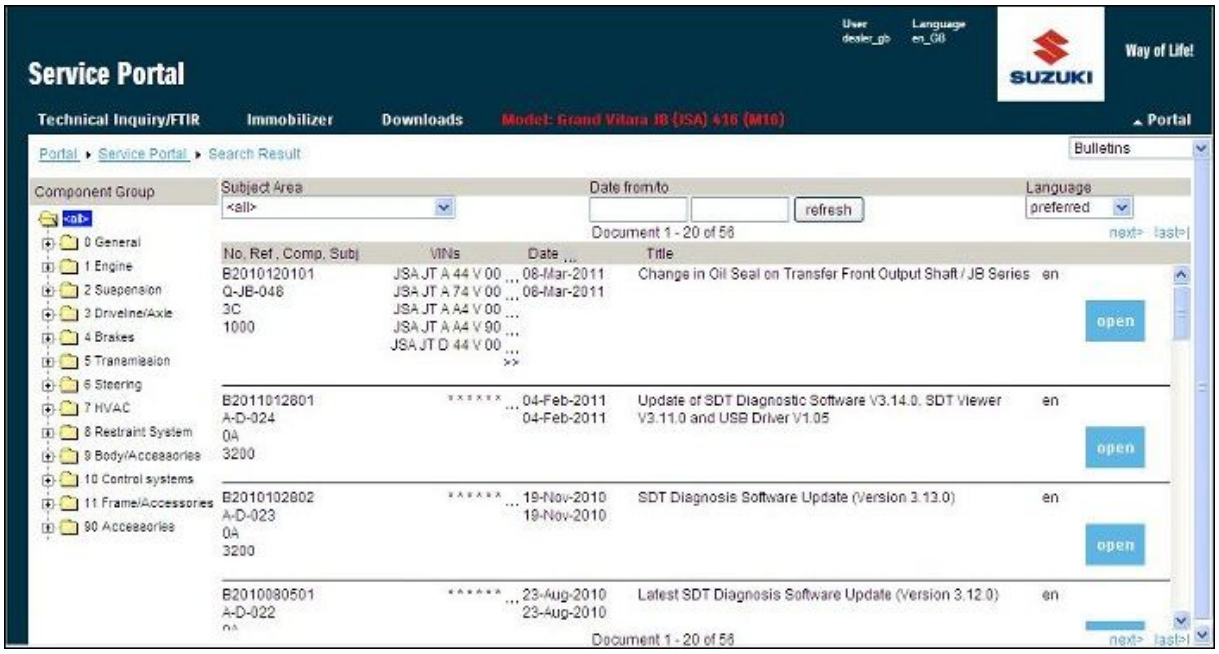

Fig. 29 Document list with Bulletins for the selected model Grand Vitara

To view a document, click the referring open button. Then the Service Portal will display the document content.

6-2 Viewing XML Manuals

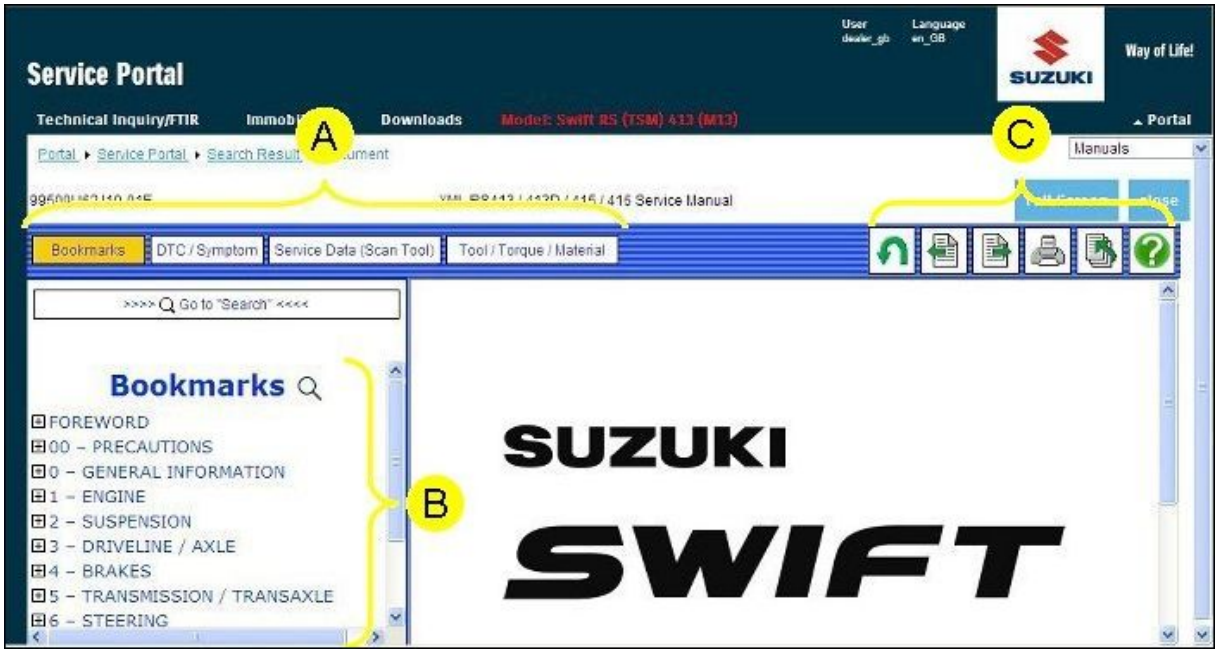

Fig. 30 Document view of XML manual

A Select / Search Type Select Buttons
B Sub (Select / Search Information) Frame
C Action Icon Buttons

By selecting the Select / Search type **Bookmarks**, **DTC / Symptom**, **Service Data (Scan tool)** and **Tool / Torque / Material)**, the method for searching the target contents is changed.

"Input box for the character to be searched", "Search results" or "Select Items" according to the type selected in [Select / Search Type Select Buttons] is displayed.

"Action buttons for displaying items on the main frame", "Print" or "How to read file display" is performed according to the button clicked.

6-3 Viewing DjVu Manuals

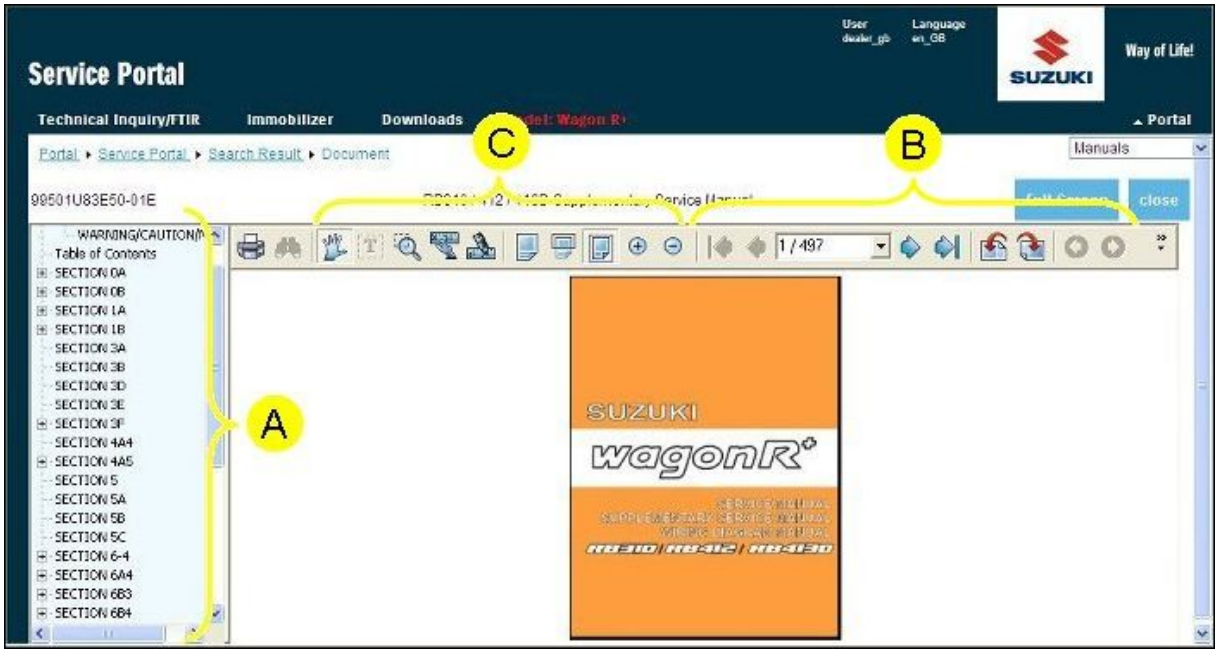

Fig. 31 Document view of DjVu manual

(A) Bookmark Navigation

You may select the desired chapter from the bookmark tree (A). The manual will open at the beginning of the selected chapter.

You may hide the navigation pane using the context menu (right click in the document display) and choose Layout. The Layout submenu appears. Deselect Outline. The navigation pane disappears. You can make the navigation pane wider or narrower. This shows more text. To adjust the navigation pane width, click the line separating the navigation pane from the main window and drag the line left or right.

(B) Toolbar Navigation

Using the square shaped page navigation arrows takes you to the document's first page, to the previous page, to the next page or to the document's last page.

To navigate by specifying a page number, do one of the following: Key in the number of the desired page in the box on the toolbar and click Enter or open the drop down box and select the desired page.

You can trace your path through any previous view (zoom level, panning location, page, etc.) using the round shaped arrow buttons. The button pointing to the left takes you to the previous view in your viewing history, like your browser's "Back" button. The button pointing to the right takes you to the next view in your viewing history.

If your browser window is not fully expanded, some or all of these may be hidden. Both buttons are not enabled until after you have used one of the page navigation arrows.

(C) Zooming In and Out

If you want to see the detail in a drawing, please use any of the scale buttons to enlarge or reduce the selected image.

6-4 Viewing PDF Bulletins

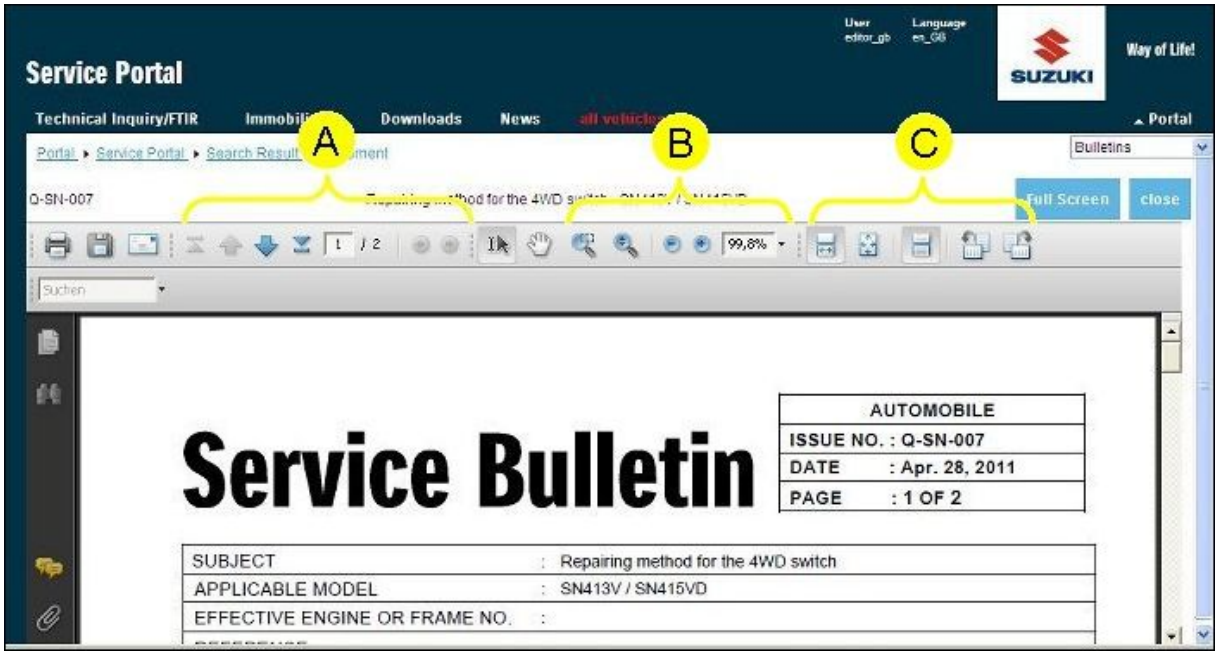

Fig. 32 Document view of PDF Bulletin

(A) Page Navigation

Using the page navigation buttons takes you to the document's first page, to the previous page, to the next page or to the document's last page.

To navigate by specifying a page number, you can key in the number of the desired page and press Enter.

You can trace your path through any previous view (zoom level, panning location, page, etc.) using the round shaped arrow buttons. The button pointing to the left takes you to the previous view in your viewing history, like your browser's "Back" button. The button pointing to the right takes you to the next view in your viewing history.

(B) Zoom In and Out

If you want to see the detail in a drawing, please use any of the scale buttons to enlarge or reduce the selected image.

(C) Page Size and Orientation

Use these buttons to resize a page to fit the window height or width. To turn the document, choose rotate view clockwise or Counterclockwise, or click the rotate counterclockwise button

6-5 Viewing Downloads

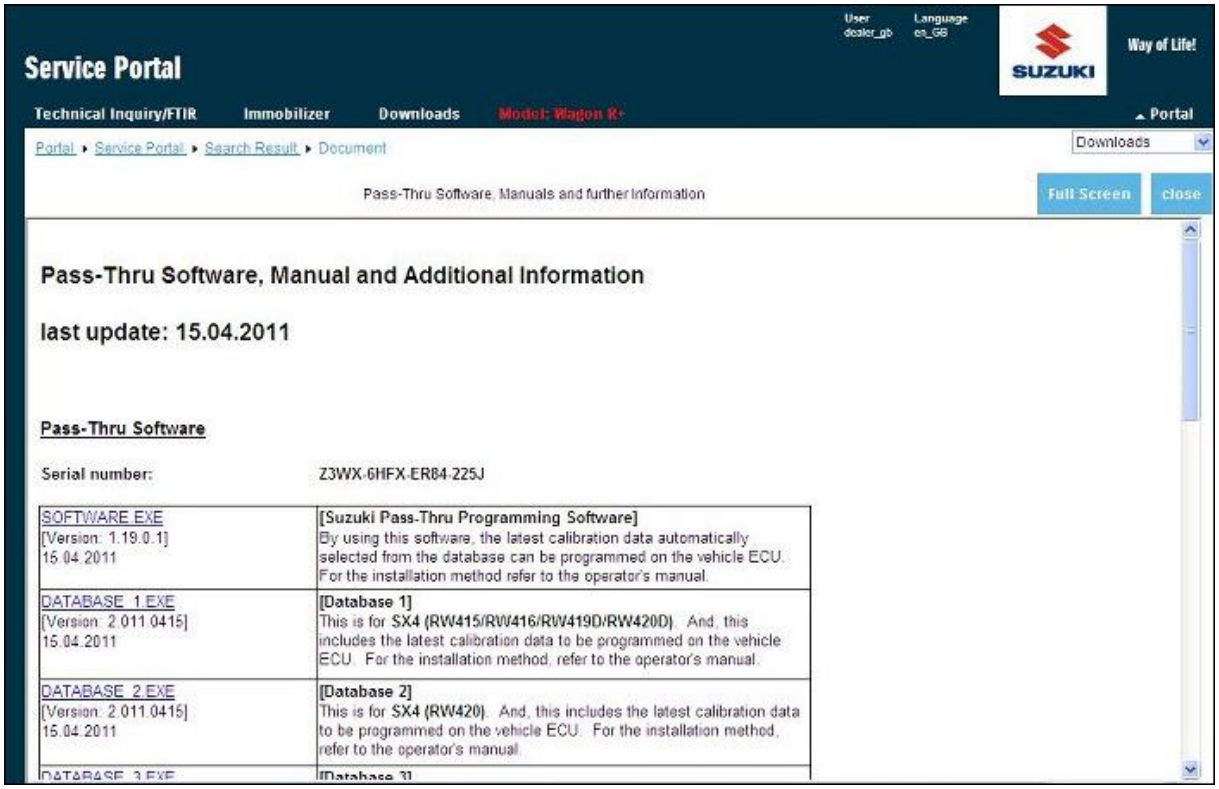
Service Portal
User dealer_gb
Language en_GB
SUZUKI
Way of Life!
Technical Inquiry/FTIR
Immobilizer
Downloads
Model: Wagon R+
Portal
Portal ▸ Service Portal ▸ Search Result ▸ Document
Downloads
Pass-Thru Software, Manuals and further Information
Full Screen
close
Pass-Thru Software, Manual and Additional Information
last update: 15.04.2011
Pass-Thru Software
Serial number:
Z3WX-6HFX-ER84-225J
SOFTWARE.EXE
[Version: 1.19.0.1]
15.04.2011
[Suzuki Pass-Thru Programming Software]
By using this software, the latest calibration data automatically selected from the database can be programmed on the vehicle ECU. For the installation method refer to the operator's manual.
DATABASE_1.EXE
[Version: 2.011.0415]
15.04.2011
[Database 1]
This is for SX4 (RW415/RW416/RW419D/RW420D). And, this includes the latest calibration data to be programmed on the vehicle ECU. For the installation method, refer to the operator's manual.
DATABASE_2.EXE
[Version: 2.011.0415]
15.04.2011
[Database 2]
This is for SX4 (RW420). And, this includes the latest calibration data to be programmed on the vehicle ECU. For the installation method, refer to the operator's manual.

Fig. 33 Download page for Pass Thru Software, Manual and Additional Information

To download the latest diagnostic software and manuals, please open the referring document in the “Downloads” area. It is important that you precisely follow the instructions on this page to avoid errors when installing the software on your PC.

The manuals provide all necessary details for installing and using the diagnostic hardware and software.

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